



MSP (Managed service provider)

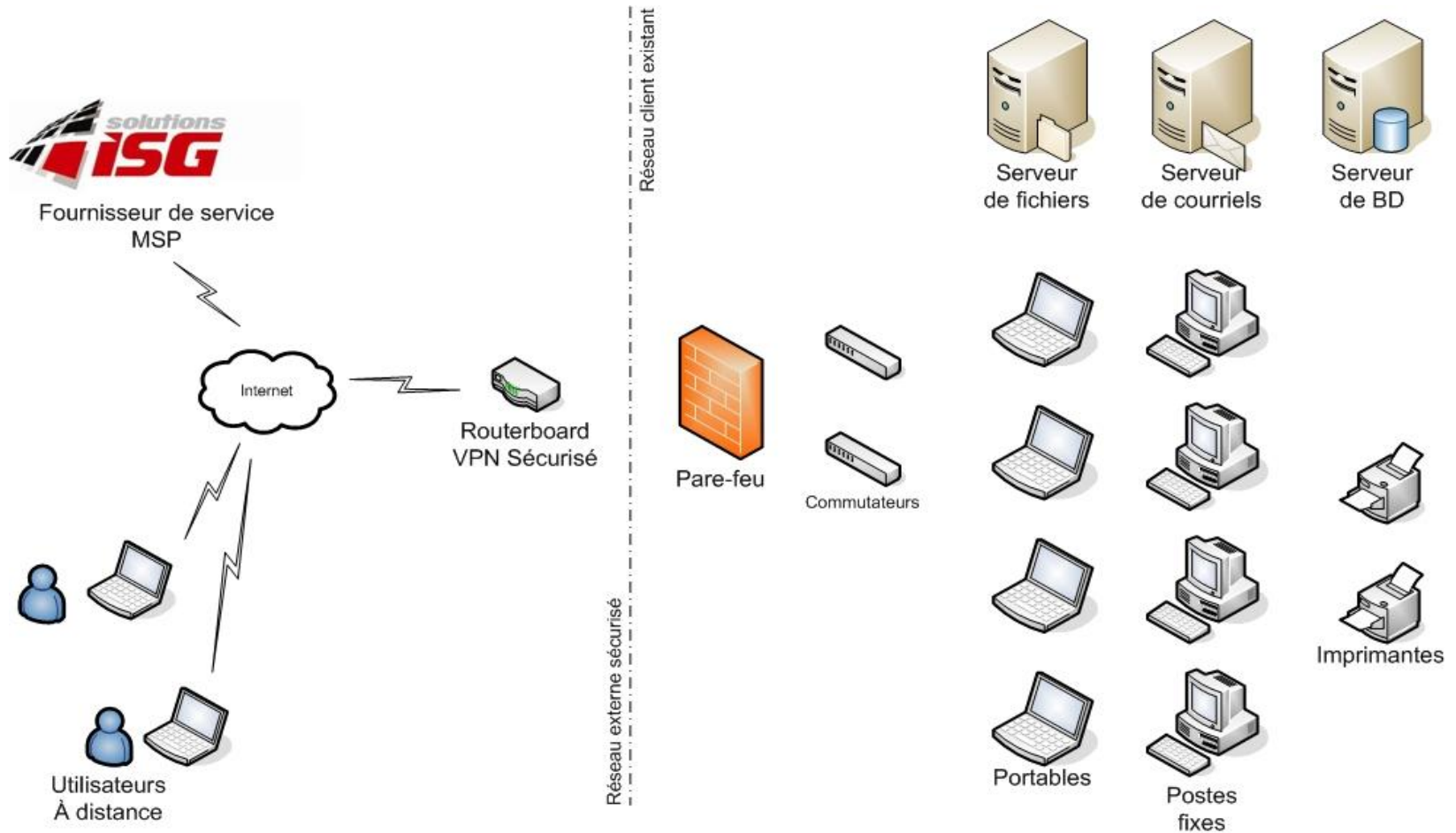
What is MSP ?

❖ MSP – Managed service provider

Ce modèle de soutien technique s'avère être utilisé de plus en plus couramment en technologie de l'information. Il est synonyme de stabilité financière et technologique.

Le modèle MSP consiste à évaluer la quantité de postes, serveurs et périphériques réseaux que vous voulez inclure à votre contrat versus les efforts requis pour en faire le soutien, le tout, amorti sur 12,24 ou 36 mois.

Typical MSP infrastructure



MSP benefits

- Long term fixed basic monthly fee (12, 24 or 36 months);
- Proven formula, savings guaranteed;
- No monthly service hours limit;
- Remote assistance (when possible);
- Preventive monitoring;
- Service customized to your needs;
- 24/7 availability
- Various service level and call severity
- Personalized call center;
- Complementary modules (anti-spam, data backup).

Comparative table

	MSP	Conventional	Employee
Fixed basic monthly fee	Yes	No	Generally
Proven formula, savings guaranteed	Yes	No	No
No monthly service hour limits	Yes	No	No
Preventive monitoring	Yes	Option	In some cases
Adapted service level	Yes	Yes	Yes
Personalized call center	Yes	No	Yes
Complementary services(anti-spam, backups)	Option	Option	Option
Remote service	Yes	Option	N/A
Monthly activity report	Yes	No	Yes
Annual system refresh installation	Yes	No	No
24/7 availability	Option	Option	No
Pool of resources available	Yes	Option	No

Savings

In order to make a comparison, we use a typical environment as presented earlier in this presentation (10 workstations, 3 servers, 2 printers and some network devices).

	MSP	Conventional	Employee
Initial costs for management tools setup	0,00\$	N/A (no tools)	0,00\$
Basic monthly fee	435,00 \$	Min. 600,00 \$	450,00 \$
Onsite charges	0,00 \$	Reg. rate, \$75,00/hr min.	N/A
Annual system refresh installation	0,00 \$	Reg. rate, \$75,00/hr min.	0,00 \$
Extra hours fee	0,00 \$	Reg. rate, \$75,00/hr min.	N/A
Monthly total	435,00 \$	800,00 \$ ++	450,00 \$
Yearly total	Max: 435,00 \$ x 12 = 5220,00 \$	Min: 600,00 \$ x 12 = 7200,00 \$ Max: undetermined	More than 5400,00 \$

Conclusion

- ❖ Substantial savings between conventional technical support and MSP support.
- ❖ Comparable basic fees between MSP support and employee with equivalent load. Nevertheless, MSP stands for the elements below;
 - 24/7 resources availability;
 - Pool of resources (juniors, intermediate and seniors);
 - Advanced technical knowledge;
 - No overtime to pay;
 - Resources only used when required;
 - With MSP, no additional fees other than the basic monthly fee;
 - Business-as-usual even if an employee leaves;
 - No overhead;
- ❖ **The MSP technical support model is to be "The Solution" when your financial & technological stability is crucial for your business !**

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